What Happened to My Mileage Plan Miles When Alaska Switched to Atmos?

+1-855-223-6309 is the direct line for Alaska Airlines Atmos Rewards members with questions about the Mileage Plan transition. When Alaska Airlines merged with Hawaiian Airlines, both carriers combined their loyalty programs into a single platform called Atmos Rewards. Every Mileage Plan mile you had earned was converted to Atmos Rewards points on a 1:1 basis — your total point count did not change. The program name and some structural elements changed, but the value of your accumulated miles carried over in full.

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Why Alaska Made the Switch to Atmos Rewards

The Mileage Plan to Atmos Rewards transition was the result of Alaska Airlines completing its acquisition and integration of Hawaiian Airlines. Once the two airlines operated as a combined entity, maintaining two separate loyalty programs was not sustainable. Atmos Rewards was launched as the unified program for members of both carriers, allowing Hawaiian Airlines members and Mileage Plan members to earn and use points across the combined network.

What the Merger Meant for Mileage Plan Members

- Your Mileage Plan account was automatically enrolled in Atmos Rewards on the migration date
- All earned miles were converted to Atmos points at a 1:1 rate — no miles were lost
- The Atmos Rewards program covers Alaska Airlines, Hawaiian Airlines, and their partners
- Your Mileage Plan member number became your Atmos Rewards account identifier
- Existing award bookings made under Mileage Plan remained valid through their travel dates

The integration created a larger combined earning network. Hawaii routes previously earned under a separate HawaiianMiles program are now part of the Atmos Rewards network. Call +1-855-223-6309 if you have questions about how a specific route earns points under the new program.

What Changed in How You Earn Points

The earning structure under Atmos Rewards differs from Mileage Plan in some areas. Mileage Plan used a primarily distance-based earning system for flights, while Atmos Rewards updated earning rates to reflect the new combined network and fare class structure. The changes affect how many points you earn per dollar or per mile flown depending on your fare class.

Fare Class Category	Mileage Plan Earning	Atmos Rewards Earning
First / Business	Distance-based, multiplied	Updated point rate per dollar spent
Main Cabin / Economy	Distance-based standard	Updated point rate per dollar spent

Discount Economy	Reduced distance rate	Updated reduced point rate
Award Tickets	No earning	No earning

The exact earning rate for your fare depends on the specific ticket purchased. Call +1-855-223-6309 to confirm the expected Atmos Rewards points for a specific booking class before you travel.

What Stayed the Same After the Transition

While the program name and earning structure updated, several core elements of Mileage Plan continued under Atmos Rewards without interruption.

- Your accumulated miles converted to an equal number of Atmos points
- Your member account number is the same as your Mileage Plan number
- Partner airline relationships, including oneworld partners, remained in place
- Confirmed award reservations were honored through the original travel dates
- Elite status was mapped to the corresponding Atmos Rewards tier automatically
- Credit card miles continued posting to the account under Atmos Rewards

Members who had active award bookings, pending retro credit requests, or in-progress status qualification at the time of the migration did not lose any of that activity. All pending matters carried over to the Atmos Rewards account. If you had an open service request under Mileage Plan, call +1-855-223-6309 to confirm it is being tracked under your Atmos account.

Account History and Records After the Switch

Your Mileage Plan transaction history transferred to Atmos Rewards along with your point balance. Historical flight credits, partner earnings, and award redemptions made under Mileage Plan are available through the Atmos Rewards activity log. If your Atmos account does not display pre-migration history or a specific Mileage Plan transaction is missing, an agent can retrieve those records at +1-855-223-6309.

- Log in to your Atmos Rewards account using your Mileage Plan credentials
- Navigate to the activity or transaction history section of your profile
- Filter by date range to review activity from before the migration date
- Historical flight credits show the original flight date and route

If a transaction from your Mileage Plan account is missing from the Atmos Rewards activity log, call +1-855-223-6309. Agents can retrieve historical records from the Mileage Plan system and confirm whether the activity was included in the migration data.

Members tracking miles toward a specific award goal under Mileage Plan may need to recalibrate their progress under Atmos Rewards. The point earning structure on some fare classes and routes

changed as part of the rebrand, and the award chart was also updated to reflect the new program structure. Reviewing the current Atmos Rewards award chart helps set accurate expectations for the points now needed to reach a specific reward. Alaska agents can walk through how a current Atmos balance maps to available options under the new program.

Members who earned Mileage Plan miles through Alaska Airlines bank partnerships or credit card welcome bonus offers should verify that those credits transferred correctly. Welcome bonuses and bank-linked mile transfers that posted before the migration date were included in the Mileage Plan balance that converted to Atmos Rewards points. If a bank transfer that was initiated before the migration date never settled and is missing from your Atmos account, contact both the originating bank and Alaska Airlines to trace the transfer. Alaska agents can confirm whether the transfer arrived in the Mileage Plan system before the migration cutoff.

One question that comes up frequently is whether Mileage Plan miles that were donated to a charity or gifted to another member before the migration remain valid under Atmos Rewards. Miles that were transferred out of a Mileage Plan account to another member or to a charity program were deducted from the originating account before the migration and are not included in the Atmos Rewards balance. Those miles, however, would appear in the receiving account or program under the same terms as they originally transferred. Contact Alaska if you need to verify the history of a specific transfer from your account.

Members who were enrolled in Mileage Plan's Miles for Mileage or similar mileage pooling arrangements should confirm that any linked accounts or pooling structures remained intact under Atmos Rewards. Mileage pooling agreements that existed under Mileage Plan were carried over as part of the migration in most cases, but some required re-authorization under the Atmos Rewards account system. If a pooling arrangement that was active under Mileage Plan does not appear correctly in your Atmos account, contact Alaska agents who can pull the original pooling agreement details and confirm the current status of the arrangement.

The transition from Mileage Plan to Atmos Rewards also affected members who had elected to use Mileage Plan miles for upgrades on Alaska Airlines flights. Upgrade awards that were confirmed and issued under Mileage Plan remained valid for the flight dates they covered. Members who had pending upgrade requests or upgrade certificates that were not yet applied at the time of the migration may need to re-request those upgrades through the Atmos Rewards system. Alaska agents can review whether a specific upgrade request from the Mileage Plan period was carried over or needs to be resubmitted.

Members who were enrolled in Mileage Plan for many years may notice that some of the program mechanics they relied on — specific promotional bonus structures, partner earning multipliers, or milestone bonuses for reaching certain flight counts — have changed under Atmos Rewards. The new program introduced updated bonus structures and promotional mechanisms that apply to all members going forward. Reviewing the current Atmos Rewards promotions page helps you understand which earning opportunities are available to you now and how they compare to what you

were accustomed to under Mileage Plan. Alaska agents can also walk you through current promotions that may apply to your upcoming travel plans and earning goals.

Alaska agents remain available to clarify how any specific earning scenario from the Mileage Plan era applies to the Atmos Rewards program today, including unusual credit situations or milestone rewards that were mid-process when the migration occurred.

Frequently Asked Questions

Were any miles deducted or adjusted during the conversion?

No. The 1:1 conversion meant that every mile in your Mileage Plan account became an equal number of Atmos Rewards points. No deduction or adjustment was applied. If your Atmos balance appears lower than your last Mileage Plan statement, call +1-855-223-6309 to open a review.

Did my Mileage Plan expiration clock reset when I moved to Atmos Rewards?

The expiration terms for points transferred from Mileage Plan carried over during the migration. Points do not typically expire as long as account activity continues within the required window. Confirm your specific expiration date by logging in to your Atmos account or calling +1-855-223-6309.

Do I need to update my credit card to keep earning under Atmos Rewards?

Alaska Airlines co-branded credit card accounts continued posting earnings to the member's Atmos Rewards account automatically after the migration. No card update or re-enrollment was required. Pending card points that had not yet posted at the migration date were forwarded to the Atmos account.

Need Help Right Now?

If you need to:

- Confirm that your Mileage Plan miles were fully converted to Atmos points
- Understand how the new earning structure affects your upcoming flights
- Retrieve your pre-migration account history or transaction records
- Open a review for any miles that appear missing after the transition

Call +1-855-223-6309 to speak with an Alaska Airlines Atmos Rewards agent who can confirm your account migration details, review your earning history, and help resolve any outstanding questions about the Mileage Plan transition.